

# Bissell®

## CROSSWAVE® CORDLESS MAX 2554 SERIES



### **Go online for a comprehensive walkthrough of your new purchase!**

This guide features everything you need to get ready for first use, including setting up, using and maintaining your machine, but join us online for a comprehensive walkthrough. Our online support includes tips and troubleshooting, videos, product registration, parts and more. Go to **[support.BISSELL.com](https://support.BISSELL.com)**.

# IMPORTANT SAFETY INSTRUCTIONS



## READ ALL INSTRUCTIONS BEFORE USING YOUR APPLIANCE.

When using an electrical appliance, basic precautions should be observed, including the following:



## WARNING TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK OR INJURY:

- Use indoors only.
- Do not allow to be used as a toy. Close attention is necessary when used by or near children.
- Do not use for any purpose other than described in this user guide. Use only manufacturer's recommended attachments.
- Do not charge with damaged cord or plug.
- Do not unplug by pulling on 3-in-1 Docking Station cord. To unplug, grasp the charger, not the cord.
- Do not handle 3-in-1 Docking Station, charging plug or appliance with wet hands.
- Do not put any object into openings. Do not use with any opening blocked; keep openings free of dust, lint, hair, and anything that may reduce air flow.
- Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts of the appliance and its accessories.
- Use extra care when cleaning on stairs.
- Do not use to pick up flammable or combustible materials (lighter fluid, gasoline, kerosene, etc.) or use in areas where they may be present.
- Do not use appliance in an enclosed space filled with vapors given off by oil-based paint, paint thinner, some moth-proofing substances, flammable dust, or other explosive or toxic vapors.
- Do not use to pick up toxic material (chlorine bleach, ammonia, drain cleaner, etc.).
- Do not pick up anything that is burning or smoking, such as cigarettes, matches or hot ashes.
- Do not pick up hard or sharp objects such as glass, nails, screws, coins, etc.
- Use only BISSELL® cleaning products intended for use with this appliance to prevent internal component damage. See the Cleaning Formulas section of this guide.
- Do not carry the appliance while in use.
- Do not immerse. Use only on surfaces moistened by the cleaning process.
- Plastic film can be dangerous. To avoid danger of suffocation, keep away from babies and children.
- Always connect to a proper electrical socket.
- Keep cord away from heated surfaces.
- Do not use without filters in place.
- Do not charge the unit outdoors.
- Do not incinerate the appliance even if it is severely damaged. The batteries can explode in a fire.
- Use only with charger SIL, Model SSC-420085US.
- Recharge appliance only with the charger specified by the manufacturer. A charger that is suitable for one type of battery pack may create a risk of injury and fire when used with another battery pack.
- When battery pack is not in use, keep it away from other metal objects, like paper clips, coins, keys, nails, screws or other small metal objects, that can make a connection from one terminal to another.

Shorting the battery terminals together may cause burns or a fire.

- Do not immerse in water or liquid.
- Do not use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
- Do not expose a battery pack or appliance to fire or excessive temperature. Exposure to fire or temperature above 130°C / 265°F may cause explosion.
- Follow all charging instructions and do not charge the battery pack or appliance outside of the temperature range 4-40°C / 40-104°F. Charging improperly or at temperatures outside this range may damage the battery and increase the risk of fire.
- Prevent unintentional starting. Ensure the switch is in the OFF-position before connecting to battery pack, picking up or carrying the appliance. Carrying the appliance with your finger on the switch or energizing appliance that have the switch on invites accidents.
- Under abusive conditions, liquid may be ejected from the battery; avoid contact. If contact accidentally occurs, flush with water. If liquid contacts eyes, additionally seek medical help. Liquid ejected from the battery may cause irritation or burns.
- If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a service center.
- Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.
- Do not turn ON your appliance on until you are familiar with all instructions and operating procedures.
- Risk of injury from moving parts. Brush may start unexpectedly. Turn OFF before cleaning or servicing.
- If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a service center.
- Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.
- Unplug charger from electrical socket when not in use, before cleaning, maintaining or servicing the appliance.
- Liquid must not be directed towards equipment containing electrical components.
- Use only the type and amount of liquids specified under the operations section of this guide.
- Use only on surface moistened by cleaning process.
- Do not pull or carry charger by cord, use cord as a handle, close door on cord, or pull cord around sharp edges or corners.
- Battery pack and charger base output terminals are not to be short-circuited.

- Do not modify or attempt to repair the appliance except as indicated in the instructions for use and care.
- The battery must be removed from the appliance before it is scrapped.

## IMPORTANT INFORMATION

- Keep appliance on a level surface.
- If your appliance has a motorized Brush Roll, do not leave machine running in the same spot without the handle fully upright.
- Do not store where freezing may occur.
- This product contains a wireless device. Refer to website for regulatory information.
- The software included in this product contains open source software. The open source licenses associated with this product may be obtained by visiting [www.BISSELL.com/opensource](http://www.BISSELL.com/opensource).

## SAVE THESE INSTRUCTIONS

This model is for household use only. Commercial use of this unit voids the manufacturer's warranty.

**FCC/IC NOTICE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: (1) Reorient or relocate the receiving antenna. (2) Increase the separation between the equipment and receiver. (3) Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. (4) Consult the dealer or an experienced radio/TV technician for help. This device complies with Part 15 of FCC Rules and Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux la partie 15 des règles de la FCC et CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Privacy of communications may not be ensured when using this device.

**WARNING:** Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**CAUTION:** The Digital Display houses the transmitter and must be kept at a separation distance of at least 20 cm from all persons.

**ATTENTION:** L'écran à affichage numérique contient l'émetteur. Gardez-le à une distance d'un minimum de 20 cm de toute personne.

## Warranty

➤ 2-Year limited warranty, may vary by state. Visit [support.BISSELL.com](http://support.BISSELL.com) or call 1-844-383-2630 for complete warranty information.









We're so happy you chose the CrossWave® Cordless Max. We put this guide together to help you set up, use and maintain your cordless hard surface cleaner. We've also included some tips we think will come in handy when you first start using it, so let's get started!

For a complete guide to your purchase, go to [support.BISSELL.com](https://support.BISSELL.com).

Safety Instructions.....	2	Cleaning Your Floors.....	8
Product View .....	4	Emptying the Dirty Water Tank.....	9
Connecting to the BISSELL Connect App....	5	Using the 3-in-1 Docking Station.....	10
Assembly .....	5	Storing Your Machine.....	10
Cleaning Formulas .....	6	Disposing of the Batteries .....	11
Charging the Battery.....	6	Troubleshooting.....	11
Filling the Water Tank .....	7		

## What's in the Box?

Standard accessories may vary by model. To identify what should be included with your purchase, please refer to the "Carton Contents" list located on the carton top flap.

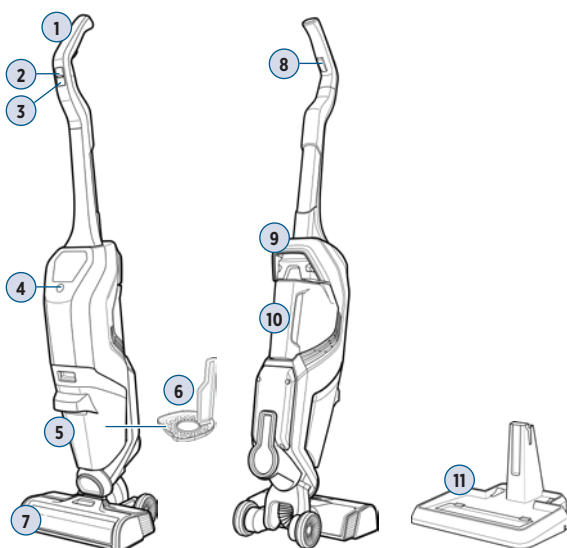
					
Handle & Body	(2) Multi-Surface Brush Rolls	(2) Hard Floor Formula	(2) Multi-Surface Formula	Brush Roll Drying Tray	3-in-1 Docking Station

## Product View

For additional support videos and information, visit [support.BISSELL.com](https://support.BISSELL.com).

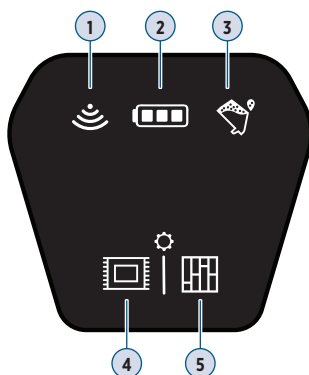
### Product View

1. Upper Handle
2. Mode Button
3. Power Button
4. Clean Cycle Button
5. Dirty Water Tank
6. Strainer
7. Brush Roll Window
8. Solution Spray Trigger
9. Carry Handle
10. Clean Water Tank
11. 3-in-1 Docking Station



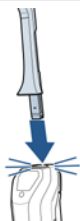
### Digital Display

1. Wi-Fi Connected
2. Battery Status
3. Dirty Water Tank Full
4. Area Rug Mode
5. Hard Floor Mode

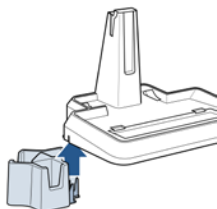


## Assembly

▶ Go to **support.BISSELL.com** for assembly videos.



**1.** Insert handle into body of machine until you hear a “click”.



**2.** Slide the Brush Roll Drying Tray into place on the side of the 3-in-1 Docking Station.

## Connecting to the BISSELL Connect App

▶ For more help, visit **support.BISSELL.com**.

Downloading the BISSELL Connect App lets you track filter, brush roll and formula life, access usage tips, cleaning history, how-to videos, and set up automatic reordering.

Search



**BISSELL® Connect**  
BISSELL Homecare, Inc.

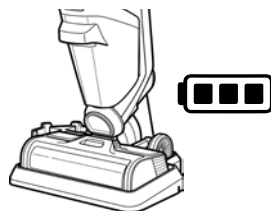
GET

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**1.** In the App or Google Play Store search “BISSELL Connect” and download.



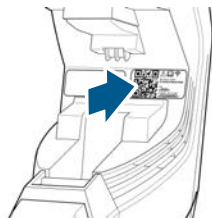
**2.** Once downloaded, open the app to sign in or create a new login.



**3.** Make sure you are near a Wi-Fi router and your machine is charged or on the 3-in-1 Docking Station prior to pairing.



**4.** Select your product.



**5.** The QR code needed for setup can be found behind the Clean Water Tank.



**6.** Once you find and scan the QR code, follow the instructions in the app to pair.





## Cleaning Formulas

👉 You can set up automatic reordering for formulas through the **BISSELL Connect App**.

Keep plenty of CrossWave® formulas on hand so you can clean whenever it fits your schedule.




**Note:** Always use CrossWave® formulas in your machine. Other formulas may harm the machine and void the warranty. Do not use Hard Floor Formula on area rugs or carpet.

				
<b>Multi-Surface Formula</b> Great for cleaning all sealed floors and area rugs.	<b>Wood Floor Formula</b> Restores your wood floors' natural shine.	<b>Area Rug Formula</b> Removes stuck-on and embedded dirt from area rugs.	<b>Multi-Surface Pet with Febreze Formula</b> Removes pet odors to clean and refresh.	<b>Hard Floor Formula</b> Removes tough sticky messes, grime, odors & allergens.

## Charging the Battery

📺 Download the **BISSELL Connect App** to watch helpful how-to videos.

Make sure machine is fully charged before first use. To check the battery status, remove the machine from the dock and turn it ON by pressing the Power Button. You'll know the battery is fully charged when all three white status lights are illuminated.

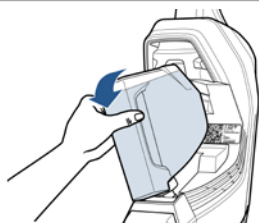
		
<b>1.</b> Place your CrossWave® Cordless Max onto the 3-in-1 Docking Station to charge.	<b>2.</b> Plug the adapter into a suitable wall outlet. The Battery Life Indicator will illuminate when charging.	<b>3.</b> For maximum run time, charge the machine for 4 hours.

**⚠️ WARNING** To reduce the risk of fire and electric shock due to internal component damage, use only BISSELL cleaning formula intended for use with the hard floor device.



## Filling the Clean Water Tank

▶ Use the **BISSELL Connect App** to watch additional how-to videos.



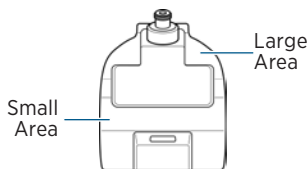
**1.** The Clean Water Tank is located on the back of the machine. To remove, use the finger groove at the top of the tank to grab and pivot the tank backwards.



**2.** Unscrew the cap from the bottom of the Clean Water Tank.



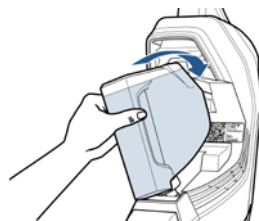
**3.** Choose the right BISSELL® formula from the 'Cleaning Formulas' section on page 6.



**4.** The Clean Water Tank has a Large Area volume and a Small Area volume. Pick one of the measuring volumes that best suits the space that you would like to clean.

The **Large Area** fill lines are for areas up to 700 sq ft. The **Small Area** fill lines are for areas under 350 sq ft.

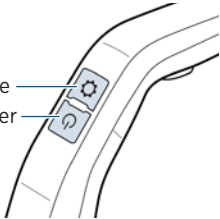
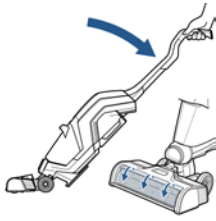
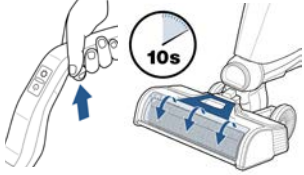

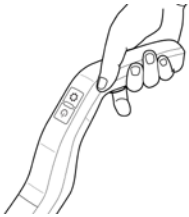
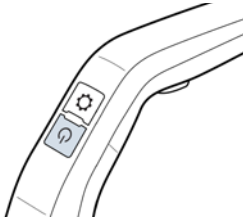
Use warm (140°F/60°C max) tap water and add the appropriate BISSELL formula. Tap water with hardness greater than 35 ppm is recommended for use in machine to ensure the Dirty Water Tank full detection sensor works properly.



**5.** Screw the cap back on the Clean Water Tank. On the back of the machine, align the bottom of the Clean Water Tank with the grooves and pivot the tank until it "clicks" into place.

## Cleaning Your Floors

▶ Go to **support.BISSELL.com** for how-to videos and tips for cleaning stuck-on messes, excessively dirty or muddy floors, and more!

 <p>Mode Power</p>		
<p><b>1.</b> To clean hard floors, turn machine ON by pressing the Power Button. Press the Mode Button to switch between the Hard Floor and Area Rug Modes.</p> <p>Area Rug Mode dispenses twice as much solution as Hard Floor Mode. Before cleaning area rugs, check the manufacturer's tag and test an inconspicuous spot on the rug for colorfastness. Don't use on silk or delicate rugs.</p>	<p><b>2.</b> Recline the machine to start the Brush Roll spinning. Stand the machine upright to stop the Brush Roll spinning.</p>	<p><b>3.</b> Before each use, hold the Solution Spray Trigger for 10 seconds to prime the system with cleaning solution.</p> <p>LED lights illuminate when holding the trigger. Bubbles will appear in the Brush Roll window when the solution is flowing.</p>
		
<p><b>4.</b> To clean, hold the Solution Spray Trigger to apply solution on forward and backward passes.</p>	<p><b>5.</b> To dry floors faster, release the trigger and make a second pass without dispensing solution.</p>	<p><b>6.</b> Turn OFF the machine by pressing the Power Button (⏻).</p>


**ATTENTION** Do not overwet carpet. Be careful not to run over loose objects or edges of area rugs. Stalling the brush may result in premature belt failure.



# Emptying the Dirty Water Tank

▶ Go to [support.BISSELL.com](https://support.BISSELL.com) for a full list of how-to videos.

When the Dirty Water Tank is full, your machine will turn OFF, beep and the Dirty Water Tank Full icon will blink orange on the Digital Display.

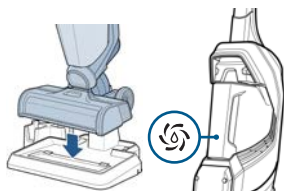
		
<p><b>1.</b> To remove the Dirty Water Tank, press the button on top of the tank, grab the front handle and pull the tank out.</p>	<p><b>2.</b> Remove the top of the Dirty Water Tank by grasping the recessed areas on each side of the filter and pulling up.</p>	<p><b>3.</b> Separate the hair and debris from the dirty water by grasping the strainer tab and pulling up. Throw the debris into the trash.</p>
		
<p><b>4.</b> Pour the dirty water into the sink and rinse the Dirty Water Tank.</p>	<p><b>5.</b> Remove the filter from the top of the Dirty Water Tank by pulling it up.</p>	<p><b>6.</b> Hand wash the filter and screen with warm water and mild detergent.  Rinse the bottom of the Dirty Water Tank cover.</p>
		
<p><b>7.</b> Leave the parts out to dry before reassembling.</p>	<p><b>8.</b> Once all parts are dry, reassemble the filter and the Dirty Water Tank cover.</p>	<p><b>9.</b> Angle the Dirty Water tank back into the body of the machine. Insert the bottom of the tank first, then pivot the top toward the machine until it “clicks” into place.</p>

**⚠ WARNING** To reduce the risk of electrical shock, turn Power Button OFF before performing maintenance or troubleshooting checks.

## Using the 3-in-1 Docking Station

▶ Open the **BISSELL Connect App** to watch a full walkthrough video on the dock.

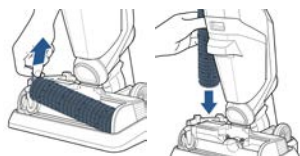
Charging starts once the machine is placed onto the plugged-in dock. Charging stops once the Clean Out Cycle runs, then resumes once the cycle completes.



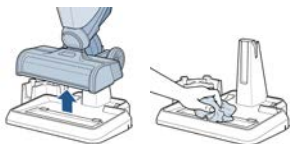
**1.** Place the machine on the 3-in-1 Docking Station. Ensure there is enough solution in the Clean Water tank to run the Clean Out Cycle. The level of the solution should reach the Clean Out Cycle line. If the level of solution does not reach the line, then fill with water to that line.



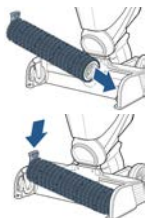
**2.** Push the Clean Out Cycle Button to start the 40-second cycle. After the cycle is complete, empty the Dirty Water Tank. See page 9 for detailed instructions.



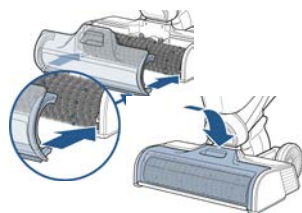
**3.** Remove the Brush Roll so it can dry. Grab the front of the Brush Roll window and pull up to remove. Pull up on the Brush Roll tab to remove. Put the Brush Roll in the drying tray. The Brush Roll and window can be hand washed.



**4.** Remove the machine from the dock and wipe out the tray. Do NOT rinse directly under faucet. This keeps water out of the charging plug.



**5.** Once the Brush Roll is dry, place the end of the roll into the right side of the foot of the machine. Press the tab of the Brush Roll down to lock into place.



**6.** Replace the Brush Roll Window by lining up the window tabs with the edges of the foot. Then, press the window back into place until you hear a “click”.

## Storing Your Machine

📱 Download the **BISSELL Connect App** for more useful tips on storing and maintaining CrossWave Cordless Max.

Store CrossWave® Cordless Max in a protected, dry area. Since this product uses water, it must not be stored where there is danger of freezing. Freezing will damage internal components and may void the warranty.

### ⚠️ WARNING

To reduce the risk of fire, electric shock or injury, turn power OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting on the dock.

### NOTICE

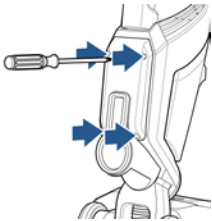

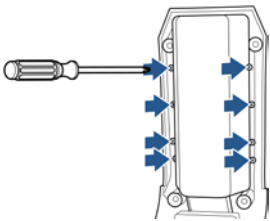
To reduce the risk of a leaking condition, do not store machine where freezing may occur. Damage to internal components may result.

# Disposing of the Battery

Go to [support.BISSELL.com](https://support.BISSELL.com) for resources on battery disposal.

Before disposing the battery, make sure:

- The machine is disconnected from the 3-in-1 Docking Station.
- The Clean and Dirty Water Tanks are empty or removed from the machine.
- A Phillips-head screwdriver, electrical tape and rubber handled wire cutters are available for disassembly.

		
<p><b>1.</b> With a Phillips-head screwdriver, remove the 4 screws on the back of the machine. Lift off the back cover.</p>	<p><b>2.</b> Cut the yellow positive (+) battery wire with wire cutters. Wrap the end of the cut wire with electrical tape. Individually cut and wrap the remaining battery wires.</p>	<p><b>3.</b> Using a Phillips-head screwdriver, remove the 4 screws located on the sides of the battery pack and remove it from the back cover.</p>

# Troubleshooting

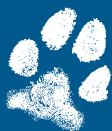
For troubleshooting videos visit [support.BISSELL.com](https://support.BISSELL.com).

This guide features everything you need to get ready for first use, including setting up, using and maintaining your machine, but join us online for a comprehensive walkthrough. Our online support includes tips and troubleshooting, videos, product registration, parts and more.

**NOTICE** Disconnecting the battery will destroy the appliance and invalidate the warranty.

**⚠ WARNING** This product contains lithium-ion rechargeable batteries. According to Federal and State regulations, removal and proper disposal of lithium-ion batteries is required. For removal of the batteries in your appliance, see instructions on this page. For specific disposal instructions of batteries, please contact the RBRC (Rechargeable Battery Recycling Corporation) at 1-800-822-8837 or visit [www.Call2Recycle.org](https://www.Call2Recycle.org).





## We're Waggin' Our Tails!

Thanks to your purchase, BISSELL Pet Foundation® can help save more pets. Go to [www.BISSELL.com/savepets](http://www.BISSELL.com/savepets) to learn more and activate your product donation.

## But wait, there's more!

Join us online for a comprehensive walkthrough of your new product, including troubleshooting, product registration, parts and more.

**Go to [support.BISSELL.com](http://support.BISSELL.com) or the BISSELL Connect App.**



REGISTER



INFO



VIDEOS



PARTS



SUPPORT



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